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From: Matt Petersen
Sent: Thursday, January 03, 2013 5:37 PM
To: Debby Yeger
Subject: FW: Follow up to last week's meeting

Debby – once you have had time to review the below please stop by so we can review together.

From: Debby Yeger
Sent: Monday, December 31, 2012 10:03 AM
To: Matt Petersen
Subject: Follow up to last week's meeting

Matt-

Your email was both informative and enlightening.

- I was not aware that Antonia is my supervisor.
  Please re-read the statement – "Matt indicated to Debby that she only need to work with student financial services if Vin (or an SFA staff member) requests help – otherwise Debby should feel free to go about her compliance activities." There is no mention of Antonia acting as your supervisor within this statement or at any other time.

- I was not aware that FAME telephone calls take precedence over seeing students. Attending to our students in real time is the highest priority. When in doubt please be guided by the following statement - "Matt indicated to Debby that she only need to work with student financial services if Vin (or an SFA staff member) requests help – otherwise Debby should feel free to go about her compliance activities." You have previously agreed to this. To suggest that Antonia or another team member terminate a call in process, take the student and then reinitiate the call after seeing the student is neither efficient nor acceptable to me.

- I was not aware that FAME telephone calls take precedence over correspondence with DoED and compliance issues, which also include communicating with FAME. Not clear on the relevancy to the below. Stop by and we can discuss

- I was not aware that Antonia keeps a diary and records every word that I utter and every activity that I perform. I am not aware that she does. I do understand that your resistance to student counseling has become a material issue to Vin and Antonia. Please keep in mind that this issue has been communicated to you since we began working together and you agreed to this responsibility. To be clear I have requested them to communicate these concerns to me. I expect manager's to keep to their commitments with me. When I am informed that they may not be doing so I need a mechanism to kept informed.

- On numerous occasions, you have reiterated over and over again that Vince and I are equals. Additionally, you originally stated that I would only hae to come out of my office on the occasions when I was needed. I took the initiative and I have abandoned my office and sit along side Vince and Antonia, putting aside almost all of my compliance responsibilities as I comply with your request. Your decision to sit a long side Vin and Antonia is a good one. I am however concerned over your statement that you have had to put aside almost all of your compliance duties. In our last meeting with Vince we worked through estimations of the compliance portion of your responsibilities. This amounted to less that 50% of 40hrs. Are you indicating that your time spent counseling students is more than 50% ? If so we need to have a conversation with You, Vin and I now. Please schedule immediately.

- It is unfortunate that you did not bring this these 'incidents' to my attention immediately. I would then have been able to provide the necessary accurate information with regard to what activities I was

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performing at the specific times in question. Attending to our students as needed / when needed is our highest priority. It does not matter what other activities you were doing. What is at issue is that you failed to comply with bullet point 1 above.

- With regard to Friday, 12/7/12, it would be illogical to conclude that for the 90 minutes in question, I refused to assist students and I then sat at my desk, doing nothing. My only conclusion is that you indicated you had a webinar and stated you could not see a student because of that webinar. That said -- you did not attend a webinar during that period of time.

There was no mention in your email of how I met with and assisted students while other F.A. personnel leave the office for lunch, or go for coffee, or leave early to make a specific train. There was no mention of the fact that as per requests made by Vince, Antonia, and Elizabeth, I work on the expired list daily. (I was informed this was a priority.) There is no mention of the numerous phone calls that I make and the emails that I send out daily to students as I update CVue with status data. Since I do not broadcast every action, and I do not loudly expound upon my actions, Antonia would not be aware of the phone calls and emails or any additional details of my daily routine, including any details regarding the webinar or that there was more than one scheduled webinar. There is no mention that I have reduced the number of outstanding, open Financial Aid activities in CVue. There is no mention that I have to spend time during the compliance review of the F.A. files, correcting verification issues, 'C' comment issues, resolving conflicting data, and correcting the Cost of Attendance worksheet-all errors committed by F.A. personnel. In addition, there is no mention of how I adhere to the late night schedule, that when I am scheduled to stay until 7:00 PM, Most puzzling with regard to the 12/7/12 complaint is that Antonia made a point of telling me that during a meeting that she had with you, on that specific day, she informed you that I was 'a great help'. Fulfulling the role of counselor when you see fit does not satisfy the 1st bullet point noted above. Attending to our students as needed / when needed is our highest priority – Webinars are not. My understanding is that allotting 50% of your time to compliance is reasonable. If it is not and you are behind please set a meeting with Vin and I asap.

Going forward, my sole priority will be to see students. All Compliance activities will be secondary, and at your discretion. This is not and has not been a directive of mine. To be clear and reiterate – we have come to a tentative agreement that compliance should take about 50% of your time. If more time is required or if you are behind please reach out to Vin and I – we are here to pick up the slack. ---- In the meantime serving students needs on a real time basis is and continues to be the priority.

Below is a list of Compliance projects/activities that are outstanding and have not been completed due to to my active involvement in the Student Finance Dept (beginning 10/2012):

- the review of Title VI files from 8/2012-12/2012, in preparation of the McClintock audit. The audit is not scheduled to occur until February – worst case this can be moved – Student counseling is our top priority, that said if this is still an issue please set a meeting with Vin and I asap and we will develop a plan. I understand that items may be required before their visit but again I do not see these items as time sensitive as of today.
- the review and update of F.A. policies and procedures, in preparation of the McClintock audit.
- the review and update of Title IV policies and procedures, in preparation of the McClintock audit.
- the review and update of the F.A. website, in preparation of the McClintock audit.

Future actilities/responsibilites: Lets chat

- the Winter IPEDS
- the FSA Assessment of various departments

From: Matt Petersen
Sent: Friday, December 14, 2012 2:06 PM
To: Debby Yeger
Subject: Follow up to last week's meeting

Debby – During last week's meeting, Thursday the 6th , I indicated to you that there were complaints surrounding your agreement to see students. At that time I reiterated our prior understanding / agreement,

confirmed via your acceptance of the 10-22 minutes, that you would see students.
Specifically: "Matt indicated to Debby that she only need to work with student financial services if Vin (or an SFA staff member) requests help – otherwise Debby should feel free to go about her compliance activities.
I indicated to you during the above meeting that your failure/resistance to meet with students was not acceptable and that I would provide you with details surrounding this issue.
Each of the below 4 complaints have been provided by Antonia. The dates and times for each are below:

- Friday November 9th – Antonia requested you to see a student. You indicated to her that you were busy.
- Tuesday November 13th – Antonia requested you to see a student as she needed to use the bathroom. When she came back the student was sitting at her desk. You indicated that you were busy.
- Friday November 16th – Antonia requested you to see a student. Antonia indicated that there were 4 students in the office. She requested you to take a student. You indicated that your system was not working so you were not in a position to take a student. Antonia requested to see your computer and indicated that your computer was working and that you were already in campus vue. At that point you took the student but indicated that " I'm sorry I usually don't see students"

This morning I was provided with an added instance:

- Friday December 7th – At 12pm Antonia was on the phone with Fame – a student came in for a payment plan. She requested you to take the student. Although you were not on a Webinar you indicated that you had one and could not take the student. Antonia took the student. You left at 1:30 – during that 90 minutes (from 12 – 130) you did not attend a webinar.

My charge to you continues to be that:

- Our most urgent priority is seeing students
- Compliance is to occur only after the students are taken care of
- If your compliance activities are falling behind you need to alert me so that we can be sure that this is handled sufficiently.

Considering that our number one priority is counseling I cannot rationalize the above response of being busy (ie you are working on something which is more important). We need to speak. If the above is not true I need to understand that.